

Fig. 2

ABC Ford

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Virtual Service Advisor

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ABC Ford
 1234 Main Street
 Anytown, USA 12345
 PHONE: (919) 555-1212
 FAX: (919) 555-1234
 E-mail Us Privacy

Ford of New England

1 Service Request

2 Owner and Vehicle Information

3 Select Date and Time

4 Review Request

5 Appointment Confirmed

Service Appointment

"Please enter your FIRST Repair, Maintenance or Recall request."

- I may need to ask some questions about your request to ensure your service needs are met.
- you will be given the opportunity to enter additional service requests.

39 Please type below your First service request or symptom of your concern:

Examples: I need an OIL Change
OR
I hear a noise

Continue

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Fig. 3

Fig. 4a

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1. Regular Maintenance

2. Owner and Vehicle Information

3. Select Date and Time

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Regular Vehicle Maintenance

Kevin Says:

"Welcome to the Regular Maintenance Page."

- To view your vehicle's scheduled maintenance, please provide the information below.
- For your convenience, I will also provide you the option of scheduling a service appointment.

* Indicates Required Information

Mileage: *

* Please enter one of the following:

Vehicle Identification Number:

(Ford, Lincoln or Mercury owners; Highly recommended that you enter so we may check for recalls)
For assistance on locating your Vehicle Identification Number (VIN), please click VIN Help

OR

Vehicle Make:		<input type="radio"/> Ford	<input type="radio"/> Lincoln	<input type="radio"/> Mercury
Model Year:		<input type="text"/>		
Vehicle Model:		<input type="text"/>		
Maintenance Schedule Type:		<input type="text"/>		

(Information used for recommending maintenance)
For details, please click [Maintenance Schedule Type Help](#)

The information supplied for model years prior to 1995 is a general guideline to assist with looking up your vehicle's regular scheduled maintenance.

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View Selected Services	Service Appointment	Regular Maintenance	Check Recalls	Service Status	Privacy Statement
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Fig. 5a

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1. Regular Maintenance
2. Owner and Vehicle Information
3. Select Date and Time
4. Review Request
5. Appointment Confirmed

Regular Vehicle Maintenance

"See below for scheduled maintenance as recommended by Ford motor Company for your vehicle."

- I have already selected the current service due for your vehicle's mileage.
- May I schedule an appointment for you? If so follow these steps:
 - Review or change your vehicle's recommended maintenance.
 - Click on the "Schedule Appointment" button below.

Your Vehicle:

Your Vehicle:	Ford
Model Year:	2001
Vehicle Model:	Crown Victoria
Mileage:	54,300
VIN:	1GRZU53XXUYCC39176

Recommended Scheduled Maintenance:

*** Prices are subject to change.

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<input checked="" type="checkbox"/> Current Service Interval 55000 miles includes: <input checked="" type="checkbox"/> Perform multi-point inspection (2-11) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Rotate tires <input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter	Price	Selected	Contact our Service Department
	\$250		
Total			
Contact our Service Department			

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<input checked="" type="checkbox"/> Next Service Interval 60000 miles includes: <input checked="" type="checkbox"/> Inspect accessory drive belt(s) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Replace fuel filter <input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input checked="" type="checkbox"/> Replace air filter	Price	Selected	Contact our Service Department
	\$275		
	\$50		
Total			
\$325			

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<input type="checkbox"/> Previous Major Service Interval 50000 miles included: <input type="checkbox"/> Replace engine coolant <input type="checkbox"/> Replace engine oil and filter <input type="checkbox"/> Inspect brake system & rotate tires <input type="checkbox"/> Additional Dealer Recommended Service: <input type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter	Price	Selected	Contact our Service Department
	\$195		
	\$50		
Total			
\$50			

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Print Page

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Schedule Appointment

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Next Service Request

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Fig. 5b

Fig. 6a

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1. Regular Maintenance

2. Owner and Vehicle Information

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5. Appointment Confirmed



**"Please fill-in the information below."**
To view our privacy and security statement, please click on "Privacy Statement"

* Indicates required

Title: ☐ Mr. ☐ Mrs. ☐ Ms.

* First Name:

* Last Name:

* Address Line 1:

* Address Line 2:

* City:

* State: * Zip Code:

* Middle Initial:

* Phone (At least one phone number required)
Home Phone: () ()
Work/Cell Phone: () () Ext.

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E-mail Address:

*

Used to send e-mail appointment reminder))

Mileage:

*

Transmission Type:

*

Please enter one of the following:

Vehicle Identification Number:

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Check VIN

(Ford, Lincoln or Mercury owners, Highly recommended that you enter so we may check for recalls)

For assistance on locating your Vehicle Identification Number (VIN), please click [VIN Help](#)

OR

Vehicle Make:

☐ Ford

☐ Lincoln

☐ Mercury

☐ Other

Model Year:

Fuel Type:

Vehicle Model:

Maintenance Schedule Type:

(Information used for recommending maintenance)

For details, please click [Maintenance Schedule Type Help](#)

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Continue

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Fig. 6b

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App_ID=10064962


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Fig. 7a

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Ford Motor Company



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2. Owner and Vehicle Information

3. Select Date and Time

4. Review Request

5. Appointment Confirmed



Service Appointment

"Click on a date to view the available service appointment arrival times associated with that date."

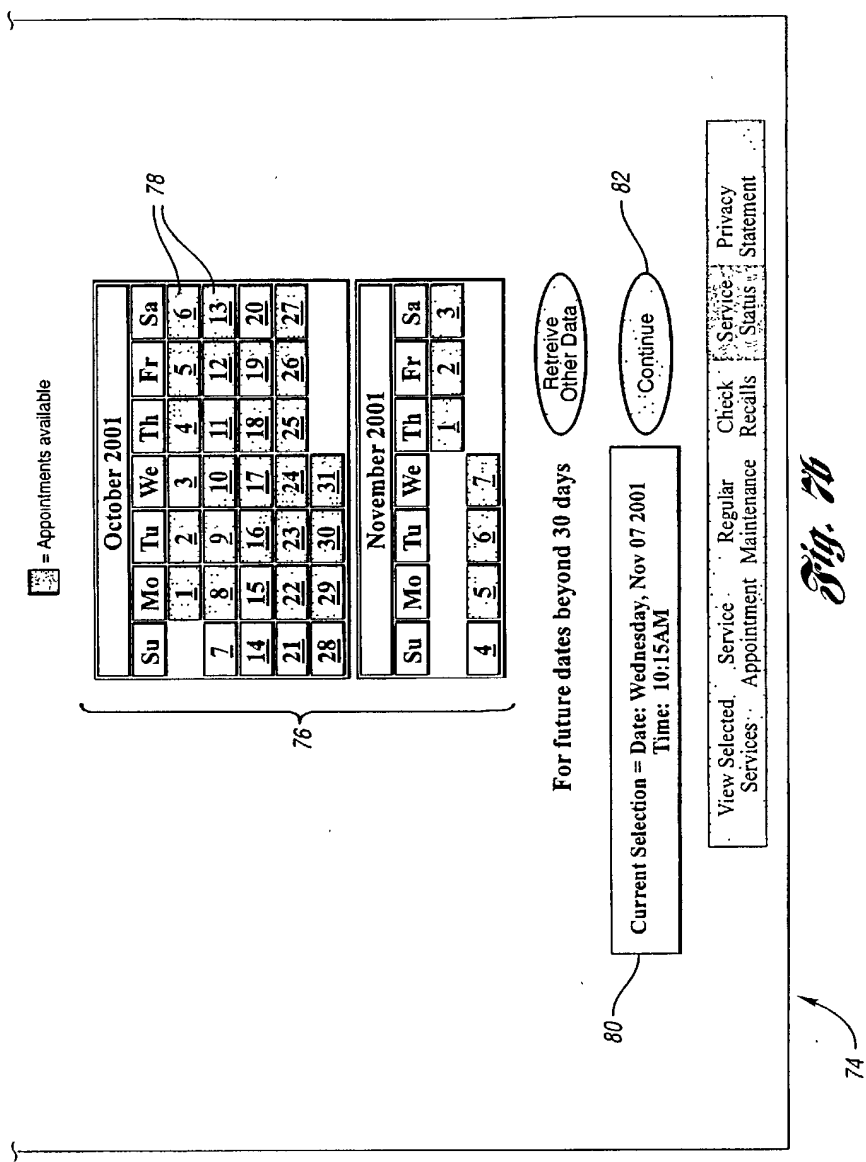


Fig. 20

Fig. 8a

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1. Regular Maintenance
2. Owner and Vehicle Information
3. Select Date and Time
4. Review Request
5. Appointment Confirmed

Service Appointment - Please Check for accuracy

"Listed below are the service request items you have selected."
See message Matrix for correct response

Appointment Arrival Time:
Thursday
10/18/2001, 4:15PM
 Not yet confirmed!

Personal Information:
Mr. John Q. Public
123 Capital Hill Rd.
New York, NY 12345
Home Phone: 123-345-5678
Work/Cell Phone: 234-560-0009
e-mail address: jpublic@yahoo.com

Change Time 88

Change Personal Info 90

Your stated Service Request(s):
Please type in any changes, if necessary.
(1) Prior Service Request 09/11/2001
I hear a noise.
Location of noise:
Trunk/Cargo Area

(2) 10/05/2001
I smell an odor.
Location of odor.
Tailpipe area

(3) 10/05/2001
I hear a rattle.
Location of noise.
under hood

< 1 2 3 >

Vehicle Information:
 2001 Ford Crown Victoria
 VIN: 1GFZU53XXUYCC39176
 Mileage: 12,500

Previous 3

Recall(s) Performed at No Charge
 Included automatically in service appointment.

Next 3

***** Prices are subject to change. *****
Regular Scheduled Maintenance:
 Please check the item(s) you want included:

<input type="checkbox"/> Current Service Interval 5000 miles includes: <input type="checkbox"/> Oil and Filter Change <input type="checkbox"/> Rotate and Balance Tires <input type="checkbox"/> Additional Dealer Recommended Service: <input type="checkbox"/> Spark Plug Change <input checked="" type="checkbox"/> Air Filter Change	Price \$49.52 Selected
---	---

Contact our Service Department

(1) 01S19 PROTECTIVE SPRING SHIELDS

Enter any additional information or special instructions below:
 Example: "Preferred Service Advisor." "Will wait for service."

Message from our Service Department

☒ Remember my information for the next time

☐ Start Over

Continue Appointment 92

View Selected Services

Appointment Regular Service Check Service Privacy

Maintenance Recalls Status Statement

Fig. 8b

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Fig. 9a

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2. Owner and Vehicle Information

3. Select Date and Time

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5. Appointment Confirmed

Service Appointment -

"Thank you! Your service appointment has been confirmed."

- To print your service appointment details, click on the "Print" button.
- To send an e-mail or post an appointment notice to your calendar, click on appropriate button below.

Appointment Arrival Time:

CONFIRMED!

Thursday

10/18/2001, 4:15PM

Personal Information:

Mr. John L. Smith

123 Oak Hill Rd.

New York, NY 12345

Home Phone: 123-345-5678

Work/Cell Phone: 234-560-0009

e-mail address: jsmith@ford.com

Vehicle Information:

VIN: 123456789012345

Make: Ford

YOUR STATED SERVICE REQUEST(S)

(1) I hear a noise: Location of noise: Trunk/Cargo area
Occasion of noise: heavy acceleration
Strength of noise: Loud - Always there

(2) I smell an odor: Description of odor: Rotten Eggs
Location of odor: Under Vehicle
Occasion of odor: All the time

Recall(s) Performed at No Charge

(1) 01S19 Protective

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Year: 2002
Model: Explorer
Fuel Type: xxxx
Mileage: 2000
Drive Usage: xxxxxx
Transmission Type: xxxxxx
Drive Type: xxxx
Series: xxxxx
Spark Plug Type: xxxxx

Regular Scheduled Maintenance:

	Price	Selected
<input checked="" type="checkbox"/> Current Service Interval 55000 miles includes: <input checked="" type="checkbox"/> Perform multi-point inspection (2-11) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Rotate tires	\$250	
<input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter		Contact our Service Department
Total		Contact our Service Department

Additional Information or Special Instructions
Please Check the Tire Pressure

Message from our Service Department

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Print Page

Send e-mail

Outlook Appt Notice

Lotus Appt Notice

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Fig. 96

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Fig. 10a

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Service Status

Kevin Says:

"Welcome to the Service Status Page."

- For your convenience, I can check and provide the status of your service request(s).
- Please enter the information below.

Your Virtual Service Advisor

* Indicates Required Information

Last Name:

AND

* **ONE of the following:**

Repair Order Number:

OR

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Fig. 11a

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Service Status

"The status of your service request is provided below. If you have other questions, please contact our service department."

Service Status:

Repair Order Number:

Vehicle Make:

Model:

Model Year:

Service Advisor Name:

Service Phone Number:

Estimated Completion Time:

Work in process

2001 - 234567

Ford

Explorer

2000

January Advisor

734-555-1234 ext: 1756

Thursday, December 17, 2001 at 5:00pm

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Future Appointments

Date: January 24, 2002 at 9:15am

Vehicle Make: Ford Explorer

Model: 2000

Model Year:

If you would like to be notified via e-mail when your vehicle's service work is completed.

E-mail Address:

Messages from our Service Department

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View Selected Services Appointment Service Regular Check Service Privacy Statement

Fig. 11b